

Doing Business with ITS

Prospective customer organizations may see the services that the International Technology Services (ITS) organization has to offer through the [ITS Service Catalog](#). The Service Line Manager (SLM) and ITS technical staff work with prospective customers to identify the services needed to support the customers' business needs (the chart to the right shows the steps in developing a Service Level Agreement).

Objectives inherent in ITS and customer collaborations include not only meeting functional requirements, but meeting our customers' financial requirements as well. ITS SLMs and the ITS Associate Chief Information Officer may be contacted for discussions about both new and existing business with ITS that trends toward Service Level Agreements (SLAs).

SLAs are used to document and formalize the service provider and customer relationship. ITS SLAs document those Service Portfolio items that the customer desires from ITS, the quantity of service to be provided, the metrics that will be used, and the appropriate levels of those services that ITS will maintain. Generally, standard services and pricing are used in order to achieve economies of scale; however, ITS has the ability to customize services for fees, too. Typical agreement periods are structured around Federal government fiscal years. Renewals are renegotiated. Throughout the process, the Service Line Manager (SLM) will coordinate with customer organizations through regular meetings and reporting. To begin a dialog with an ITS SLM, select [Contact Us](#).

Note: Daily operational support issues for existing customers should be addressed to "ITS Service Desk contacts" or call 1-800-457-3642.

Service Level Agreement Process

